



DEPARTMENT OF THE NAVY  
NAVAL SCHOOL OF HEALTH SCIENCES  
BETHESDA, MARYLAND 20889-5611

IN REPLY REFER TO

NSHSBETHINST 2305.1A  
02

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NSHS BETHESDA INSTRUCTION 2305.1A

From: Commanding Officer

Subj: TELEPHONE SERVICES AND CONTROL

Ref: (a) DOD Directive 4640.6  
(b) SECNAVINST 2305.11A  
(c) NNMCIINST 2305.2

Encl: (1) NSHS Long Distance Call Log  
(2) Request for Telephone Services

1. Purpose. To revise procedures for effective and efficient use of telephone assets, and to provide procedural guidance for repairs, changes in service, and control of telephone use according to references (a) and (b).

2. Cancellation. NSHSINST 2305.1

3. Applicability. This instruction applies to all personnel assigned to the Naval School of Health Sciences, Bethesda, Maryland. Echelon V Detachments will use this instruction and guidance from their host command to develop a local directive.

4. Policy

a. All telephones are government property and are to be used for official use only. Official calls include personal and long distance calls only if they do not result in a charge to the government, do not adversely affect performance of duty or the mission of the command, are of reasonable duration and frequency, and cannot reasonably be made at another time.

b. Personal calls cannot result in a charge to the government even if personnel intend to reimburse the government for the amount of the call. Personal calls must be to a toll free "800" number, to another government agency, charged to the individual's home phone, charged to the called party, or charged to a personal telephone credit card. Personal calls for information assistance can not be made if a charge to the government results. Reimbursing the government for unauthorized calls does not exempt violators from disciplinary action. Examples of permissible types of personal calls include:

(1) Checking on a family member.

(2) Making or canceling personal appointments.

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(3) Checking on the status of home or auto repairs.

(4) Notifying family of overtime requirements or other changes in schedule.

(5) Family emergencies.

c. Use of an official telephone constitutes consent to security monitoring. Discussion of classified information/material on official telephones is strictly prohibited.

5. Telephone Services. The following services are available within the NNNMC complex.

a. Interoffice calls at NSHS. An intercom system connects all within each individual building. Access is obtained by using the two digit intercom number. This is the most cost-effective and the preferred method of interoffice communication.

b. Local NNNMC Calls. Calls to an on-base "295" exchange can be made by dialing the 7 digits of the number.

c. Local Metropolitan Area Calls. Local official calls can be made from unrestricted lines by dialing "99", the area code (if outside the "301" area), and the 7 digit number.

d. Long Distance Calls. Long distance calls can be made by using one of the following long distance telephone services:

(1) DSN (Defense Switched Network). The DSN (formally called AUTOVON) system is the primary method for contacting military stations and facilities throughout the world. Access is obtained by dialing "94" on authorized lines. Directory assistance may be obtained by dialing "94" and then "0".

(2) Overseas Calls. Official overseas calls may be made through the military switchboard overseas operator. To make an overseas call using commercial services, approval must be obtained from the code Director before contacting the operator for assistance.

e. Emergency Services. The NNNMC emergency number for fire/police is "777". The number for ambulance assistance is "99-911". The emergency number for cardiac arrest and critical medical emergencies is "666".

f. Collect Calls. For the purpose of administrative control, acceptance of incoming calls shall be done by the Commanding Officer/Director/Department Head having cognizance.

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6. Action

a. The Head, Operating Management Department is the designated Telephone Control Officer for telephone service at NSHS. The Head, Operating Management Department shall:

(1) Control and process requests for repairs or changes in services and screen each request for accuracy and justifiable need.

(2) Coordinate with Directors the validation of all charges for service at the command.

(3) Familiarize all incoming personnel with the telephone operating features of the command, this instruction, and the security requirements outlined in reference (a).

(4) Assist the Security Officer to ensure that security requirements outlined in reference (b) are met.

b. Each Director shall:

(1) Verify the monthly Telephone Usage Report to ensure that all calls made in their Directorate were for official business. A record of all outgoing telephone calls which generate added charges to the government must be maintained in accordance with reference (c) using enclosure (1). These records will be used to validate the monthly Telephone Usage Report generated by NNMC and are subject to inspection by the NSHS Telephone Control Officer. Directors shall validate the monthly Telephone Usage Report within 15 working days of receipt.

(2) Coordinate service repair and change of service requests within their Directorate and submit them, using enclosure (2), to the Head, Operating Management Department.

(3) Ensure that no telephone equipment is added or removed without the prior approval of the Head, Operating Management Department.

  
ANN LANGLEY

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S A M P L E

MEMORANDUM FOR TELEPHONE SERVICE

MEMORANDUM

From: Director  
To: Head, Operating Management Department  
Subj: REQUEST FOR TELEPHONE SERVICE

1. Telephone requests require the following information.
  - a. Two (2) points of contact, telephone numbers and room numbers.
    - b. Floor plan to include (if applicable):
      - (1) Building number.
      - (2) Room number.
      - (3) Present location of telephone equipment.
        - (a) If a single line, include telephone number.
        - (b) If a multi-line telephone, indicate station number.
      - (4) Proposed location of telephone equipment.
    - c. Description of work requested to include:
      - (1) Type of instruments (single or multi-button).
      - (2) Calling capabilities (long distance, DSN etc.).
      - (3) Custom calling features (call forwarding, etc.) including modem and data lines.
    - d. Justification for proposed telephone change. If coordination with other Departments or contacts is necessary, include who and when the work is anticipated to be complete.

DIRECTOR

Enclosure (2)

NSHSBETHINST 2305.1A

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LONG DISTANCE TELEPHONE LOG

Date	Person Called	Number Called	Name/Activity Called	Geographical Location	Total Time of Call
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[illegible]

Enclosure (1)